

## University of Minnesota Morris Digital Well

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Planning Committee

Campus Governance

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3-25-2015

## Planning minutes 03/25/2015

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## MINUTES OF THE PLANNING COMMITTEE

25 March 2015

**Present:** Jon Anderson, Michael Eble, Jim Hall, Seung-Ho Joo, Sandy Kill, Brook Miller, Lowell Rasmussen

Chair Jon Anderson called the meeting to order at 1:02 pm.

Minutes of the 17 March meeting were presented. M/S to approve as amended. Motion Passed.

Visitor: Mike Cihak, Instructional and Media Technologies

- Mike presented via PowerPoint explaining:
  - The Mission Statement of Instructional and Media Technologies
    - IMT at UMM unites academic programs, modern technology service and end user support to accommodate physical and digital learning environments to the teaching and research mission.
    - We accommodate physical classrooms, online learning, with technology (modern, if not state-of-the-art) to provide services to accommodate students and faculty.
  - Six primary service roles:
    - Equipment check-out and support
    - Support venues off campus for academic and nonacademic activities
    - Management of the Help Desk
    - Instructional Technology for teaching and learning
    - Media Production and webcasting
    - Technology for learning spaces (classroom technology)
- What IMT does and what it's asked to do:
  - Equipment support, such as for the Music Discipline Recital Hall
- Question: What contacts do we have for electronic recycling?
  - Jim Hall: We send all to TC campus – they have a source.
- Question: Do we have a contract with Mobiz or some such service vendor?
  - Yes, especially warranty support. Also have vendor support.
  - We also have an engineer on staff.
  - Noncomputer waste goes through campus recycling.
- Help Desk: First point of contact. Support for all kinds of questions.
  - It's a Service Now system
  - Hours of operation: 8:00-4:30, but service is evolving; service hours will be extended with the advent of the Learning Commons.
    - Question: Relocate Help Desk to the Learning Commons? Are there other opportunities for extended hours of service?
    - Consider the Coffman Union Help Area – called the “Tech Stop”; has extended hours.
  - MC: There is a location issue; we don't want to have help desks everywhere. Also, average staffing would be 2.5 FTE – we currently have 1.0 FTE (inadequate!)
    - Consider that there are 2 devices per person on this campus; we get calls about all of them.

- Wherever the Help Desk is located, there will be a presence in the Library – Help Desk services is the Main Area for Growth
- Back to Service Now:
  - Questions could be anything; e.g., “How do I make an appointment with my advisor?”
  - Are these calls recorded? Does anyone look at these?
  - We have ongoing analysis, and can see trends developing; e.g., what are the top 5 things on each shift? These things are monitored and available to all Help Desk personnel
  - Analytics covers campus broadly for trends and needs.
  - Could we leverage Twin Cities for certain types of calls?
  - Help Desk does preventive as well as break fixes.
- IT Teaching and Learning:
  - Lecture capture, Recording Strategies, Grading, etc.
  - Maximize Faculty time with students
- Media Production and Webcasting
  - High Definition video production
  - Webcasting
  - Distribution
  - Closed Captioning is emerging
  - Faculty using media production for class assignments
- Digital Media Lab
  - Students are great consumers of technology
  - Visualize, synthesize, develop, promulgate
- Could Moodle be available on cell phones?
  - Yes, in Kaltura, but there are some exceptions.
- How to charge for services?
  - Academic work is priority. For outside projects there is a charge.
  - PBS/Pioneer Public Television is charged for services. All productions have our logo. Income goes into infrastructure.
  - Athletics: some sort of cost recovery – time is limited
- How does Media Production serve nonacademic campus customers?
  - An example is providing equipment support for Studio Arts. Maybe IT owns the equipment and manages it.
  - We have black room, green screen, white screen, etc.
  - We have a mobile unit for live-stream and on-demand; e.g., public lectures, sports, etc.
  - Promo videos on YouTube (there have been some small efforts by U Relations) – IMT can produce these
  - UMTC is pushing the use of YouTube – Kaltura may not be the answer
  - Public Lectures: all are recorded with Permission Agreements signed – especially where there are research issues.
- Question: We are the Planning Committee, so what is your opinion of how technology is changing and how Higher Education uses it?
  - Students are using their own devices instead of lab machines
  - IMT sees more support for personal devices
  - But we still need labs for specialized software. Digital Media Lab has 12 stations, shared storage
  - So, how do we collaborate with personal tech?

- Use University network – but How? First, we need all campus communications to be digital. Ultimately, we could have interactive classrooms.
- Jim Hall: MCSA forum: Computer labs are going away slowly, especially general use labs. Specialty labs have specialized software and a central machine that can display on the individual's screen. Virtualization using the Cloud. Active learning classrooms.
- Question: Is there a new version of Moodle coming? Will it have collaborative capability?
  - MC: It's evolving.

Jon A. will talk more with Mike Cihak.

Meeting adjourned at 2:02 pm.